



# STATE OF MONTANA DEPARTMENT OF REVENUE JOB PROFILE

**Working Title**

Electronic Business Analyst II

**Job Code Title**

Management Analyst

**Pay Band**

06

**Job Code Number**

131816

**Information Technology and Processing Division**

Processing and Retention Operations Bureau  
E-Services Unit

**Fair Labor Standards Act**

Non-Exempt

The Montana Department of Revenue administers more than 30 state taxes and fees; establishes values for taxable property, including agricultural land, residential real estate, commercial real estate, forest land, business equipment, railroads and public utilities; supervises the operation of the state liquor stores and agencies and administers the laws governing the sale, taxation, and licensing of alcoholic beverages; and returns unclaimed property to its rightful owners.

The Information Technology and Processing Division serves as the operational foundation for the department's business units. Through secure, up-to-date computing and processing environments the division's Information and Technology Services Bureau (IT) and Processing and Retention Operations Bureau (PRO) contribute to the department's overall efficiency in document and payment processing while ensuring confidentiality, integrity, and availability of taxpayer data, whether in paper or electronic form. In providing these services, the division enables the department to meet its business objectives and facilitates its mission to serve the citizens of Montana. The division also includes the Administrative Team. The Processing and Retention Operations Bureau ensures secure handling and delivery of taxpayer information, payments, and data to the appropriate systems and staff. The bureau is organized into four units providing tax return and payment processing including Account Maintenance and Cashiering, Data Capture, Electronic Services (E-Services), and Mailroom and Records Management. The E-Services Unit is responsible for ensuring accurate and secure processing of electronic records and payments.

**Job Responsibilities**

The Electronic Business Analyst coordinates the ongoing planning, process analysis, development, implementation, and monitoring of data capture and remittance system or application operations to ensure efficient and cost-effective electronic processing. The incumbent provides consultation, training, and outreach to internal and external users to promote effective system operations. This includes overseeing system research, enhancement, and reporting projects; developing and providing training and technical assistance; promoting the use and benefits of the system to various groups and individuals; and updating the department's internet site. The position reports to the E-Services Unit Manager and does not directly supervise other staff.

**• Business System Analysis 70%**

1. Assists department management in the development, implementation, and monitoring of the effectiveness of electronic data capture and remittance work plan goals and objectives. This involves assessing user needs, system requirements, and performance standards; identifying deficiencies and enhancements; and recommending system and process changes.

2. Analyzes electronic business processes, tax return procedures, electronic operations, and user needs to develop and propose new electronic data capture and remittance system functions, operations, and enhancements. Coordinates with software vendors to assess capabilities, limitations, costs, and maintenance issues.
  3. Designs, tests, implements, and monitors electronic data capture and remittance functions and electronic filing and payment options. Coordinates with users, managers, system specialists, and others to develop, test, and implement new system functions and operations; streamline processes; and monitor performance.
  4. Develops and presents work plans, project updates, and written status reports to apprise division managers of cyclical and specialized measurements in technology; electronic data processing procedures; electronic filing or payment expansion options including additional account types, credit card or electronic check usage; web portal statistics; ACH payment frequencies and volumes; and related electronic filing and payment information.
  5. Develops, implements, and monitors written procedures necessary to ensure uniform application of electronic data capture and remittance activities and techniques. This involves assessment of user needs, department requirements, system capabilities and limitations, new technologies, and other considerations.
  6. Monitors systems and processes to assess potential or emerging issues related to electronic data and remittance processing technology. Researches and evaluates new and proposed policies, technologies, and procedures to determine potential impacts and appropriate responses.
  7. Manages assigned electronic commerce projects and presents project updates to division management. This includes establishing project scope, measurements, and outcomes; coordinating project procedures; and explaining methods, findings, and recommendations as requested.
  8. Ensures secure handling and delivery of electronic taxpayer information and system reports to appropriate staff.
- **Consultation, Training, and Outreach 25%**
    1. Advises division teams on functions necessary to ensure the quality and effectiveness of electronic commerce and remittance activities including overseeing special projects. This may include providing direction, oversight, and performance monitoring for project teams and resources.
    2. Develops, coordinates, and provides training on electronic data capture and remittance functions including processes, rules, policies, procedures, practices, and techniques. Provides individualized technical assistance.
    3. Provides individualized and group training and technical assistance to external users such as taxpayers and/or their representatives and explains system functions, operations, and procedures. Identifies and resolves problems. Facilitates accurate and efficient filing.
    4. Promotes the use of the electronic data capture and remittance system among businesses, professional organizations, taxpayers and their representatives, and others. Coordinates outreach efforts including presentations, informational materials, and customer services to promote the benefits of electronic filing, explain technical and administrative procedures, and respond to taxpayer concerns.
    5. Provides informational updates for division program specifications for placement on the department's Internet site.
  - **Other Duties 5%**
    1. Performs other duties assigned by the supervisor.

## **Job Requirements**

To perform successfully an e-business analyst the incumbent must be self-motivated; possess a strong work ethic; maintain a positive attitude; and enjoy working with, and for, the public. Skills in multi-tasking; paying attention to details and accuracy; organizing multiple tasks within short and inflexible timelines; analyzing business processes and developing technological responses; developing and delivering public presentations and training sessions; translating technical information to varied audiences; coordinating project plans and resources; mathematics; providing timely and effective written, verbal, and interpersonal communication; customer service; conflict resolution; compiling and analyzing data from multiple sources; following written and oral directions and instructions; identifying and correcting data errors; resolving a wide variety of problems and issues; word processing, spreadsheet, database applications; and in using the full range of computer software functions are required. This position works with highly confidential financial and tax information and is required to maintain the highest level of confidentiality regarding all information acquired or used in performing this job.

This position requires knowledge of business administration, information systems management, and marketing/communications. The position also requires knowledge of project planning and management, general tax filing requirements and procedures, and public communication principles. The incumbent must have the ability to develop a progressively responsible knowledge of department work units, functions, and operations.

- The minimum level of education and job-related work experience needed as a new employee **on the first day** of work is two years of college or vocational training in business administration, computer science, marketing/communications, or closely related field and four years of job related work experience.
  - Work experience should be made up of electronic tax administration and/or data file transfer methods.
  - Other combinations of education and experience will be evaluated on an individual basis.

## **Department Core Values**

- **Respect:** As a representative of the people of Montana, proceeds with the highest level of respect for the dignity of every person contacted through work. Without exception, all people are treated as equally as possible. The employee is a faithful steward of the resources provided to this agency by the citizens of Montana.
- **Integrity:** Conducts work honestly and makes decisions that establish a clear record that the department serves the public with integrity. Apologizes for mistakes and gives credit to others for their cooperation, work, and ideas in achieving positive results. Accountable for their actions and holds others accountable for theirs. Decisions and judgments achieve equity and justice for all parties involved including citizens and co-workers.
- **Productivity:** Consistently strives to minimize the waste of the department's financial, facilities, and human resources. Diligently works to improve the productivity and effectiveness of the work unit. Welcomes and encourages new ideas on improving the results of the department from the public, other officials, colleagues, and supervisors. Approaches work in a manner that builds goodwill, trust, and cooperation internally with other staff and externally with the public.
- **Teamwork:** Maximizes cooperation and teamwork when working with other employees, divisions, and other state agencies. Willing to work with others for the opportunity to learn from their ideas, talents, and knowledge. Seeks to resolve conflicts with other employees and work units in an open and respectful manner that reinforces teamwork. Celebrates the successes of others.

## **Working Conditions**

Must work under time constraints, be able to maintain numerous projects at one time, and determine priorities on a daily basis. At times, the incumbent will deal with angry and difficult individuals to resolve concerns or to bring about compliance with regulations. This may cause stressful work conditions and a high degree of mental stress. As a Department of Revenue employee, the incumbent may come into contact with highly confidential financial and tax information and is required to maintain the highest level

of confidentiality regarding all information acquired or used in performing this job. This position requires considerable computer and keyboard use. Due to peak processing seasons, incumbent may work in excess of 40 hours per week which may include evenings and weekends. Lifting is infrequent, less than 15 pounds and includes carrying light items such as papers and books. This job requires regular attendance as scheduled by the supervisor. This job cannot be performed at an alternate work site.

**Special requirements**

- Background Examination: Applicants for this position will be subject to a criminal background review before being considered for employment. Individual circumstances involving a criminal conviction will be reviewed to determine an applicant's eligibility for employment.
- Compliance with All Appropriate Montana Tax Laws: An employee's tax status must be current.

**This job profile was produced by the Office of Human Resources in conjunction with the appropriate managers.**

**Division Administrator Review:** The statements in this job profile are accurate and complete.

Signature: Margaret Kauska, Division Administrator Date: August 2010

**Human Resource Director Review:** The Office of Human Resources has reviewed this job profile.

Signature: JeanAnn Scheuer, Human Resources Director Date: August 2010

**Employee:** My signature below indicates I have read this job profile and discussed it with my supervisor.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name (print): \_\_\_\_\_